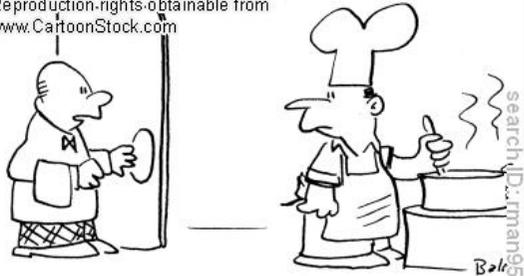


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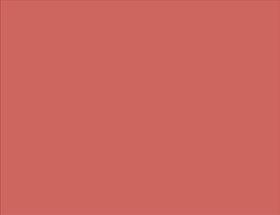
"Could you hurry up on that order
for table five? — they're holding
the maitre d' hostage."



UNIT 1: THE DINING ROOM

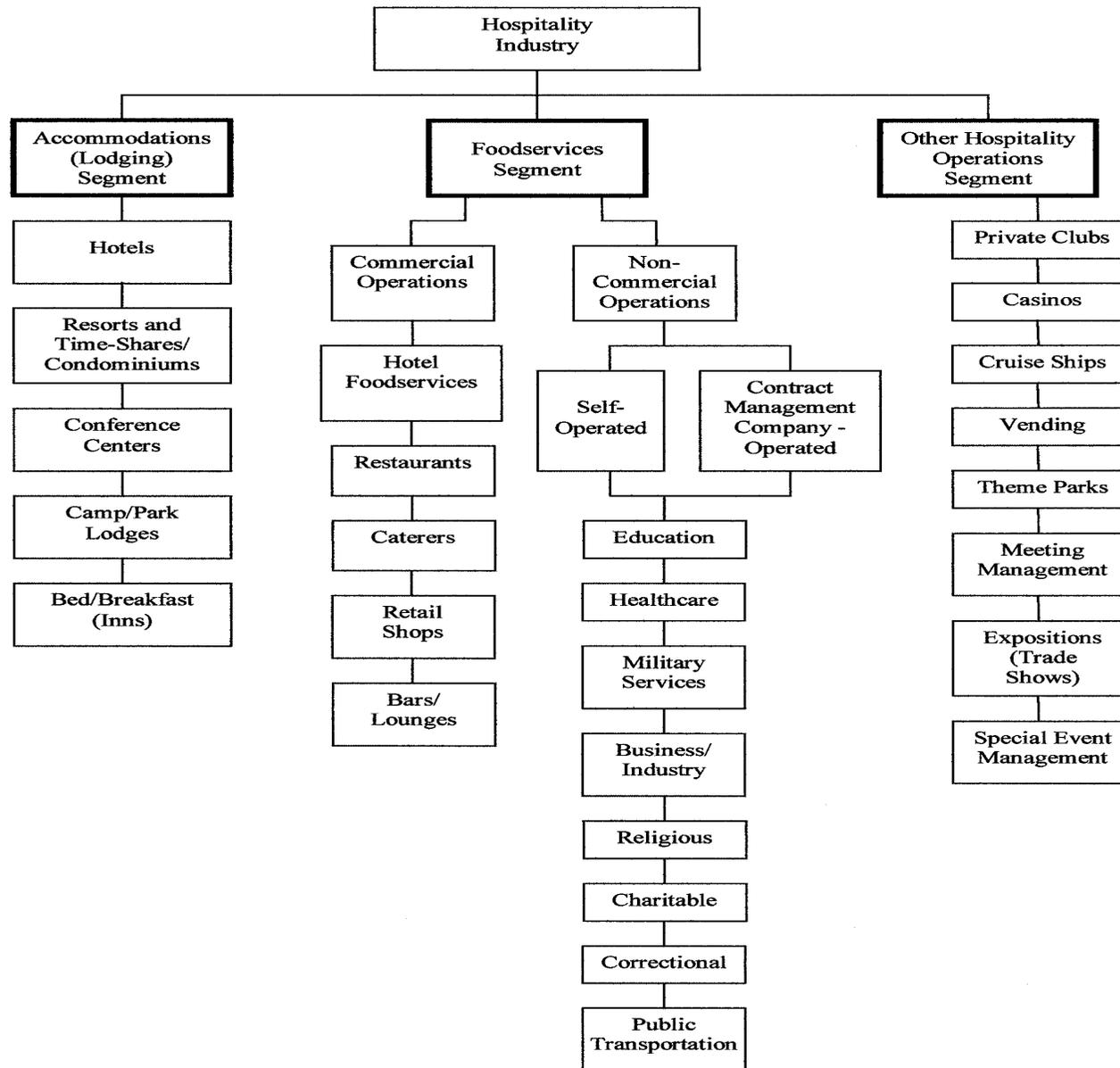
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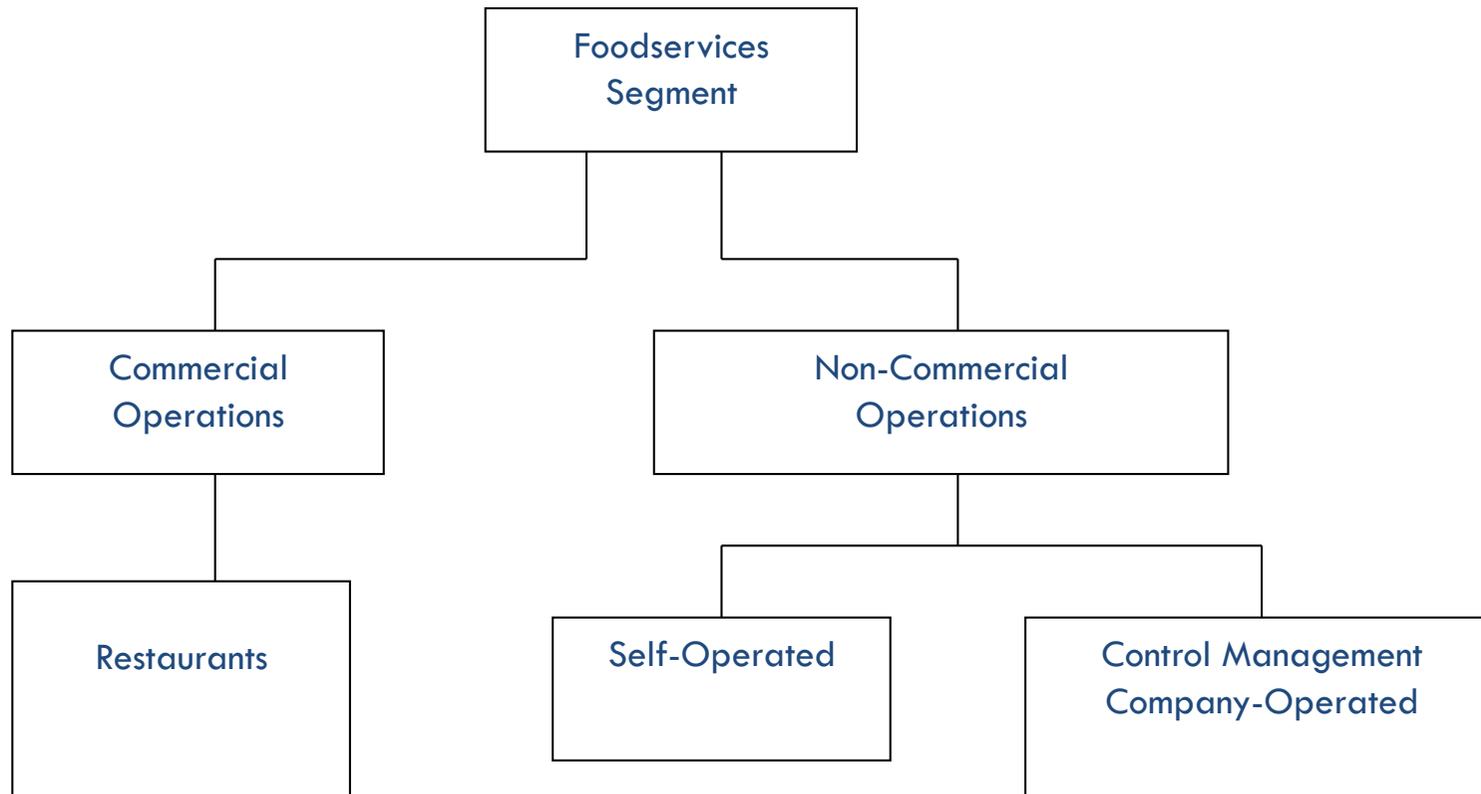
Unit 1: An overview of the Dining Room



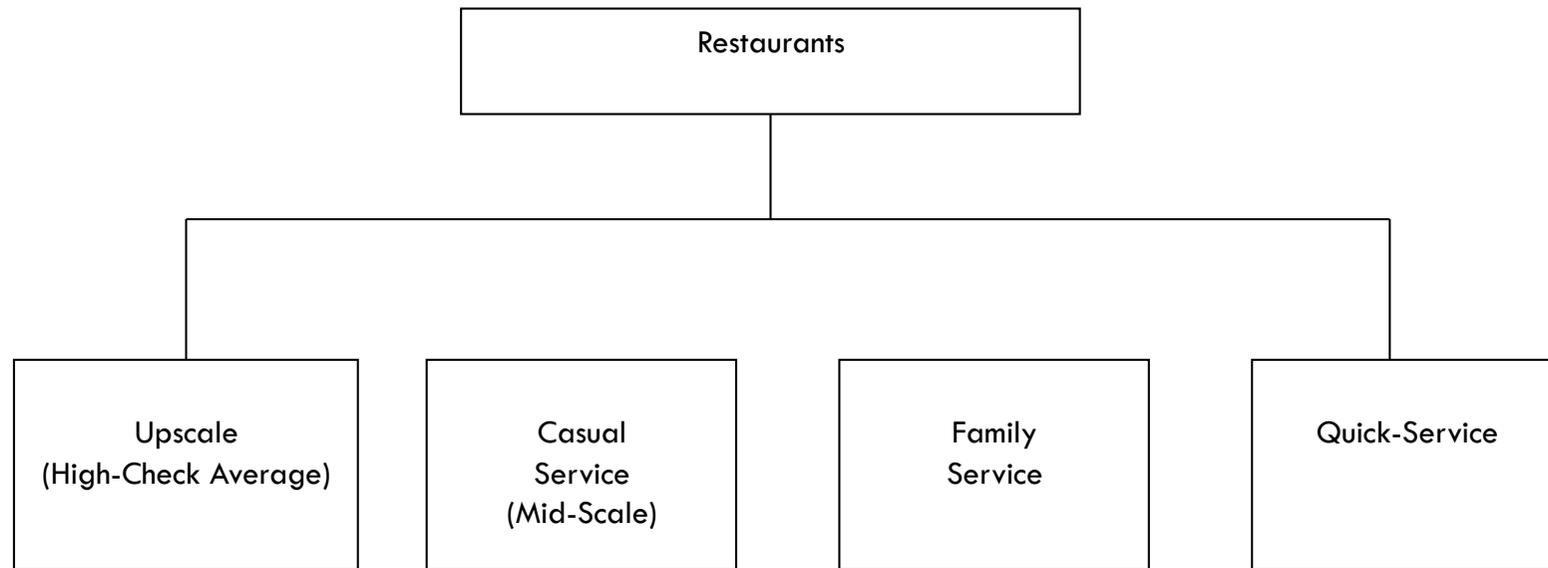
Organization and Staff

Unit 1: Part 1

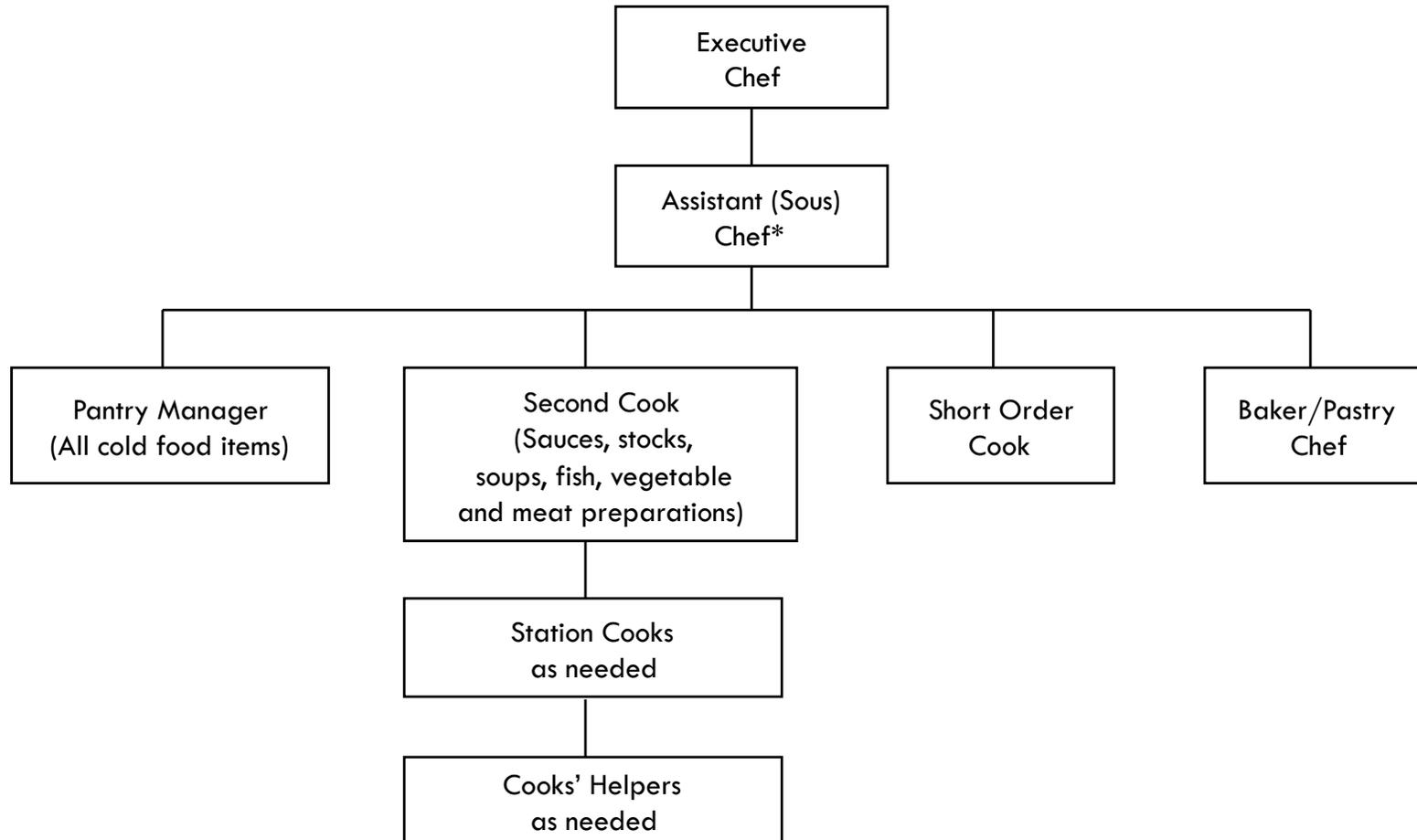




Types of Restaurants

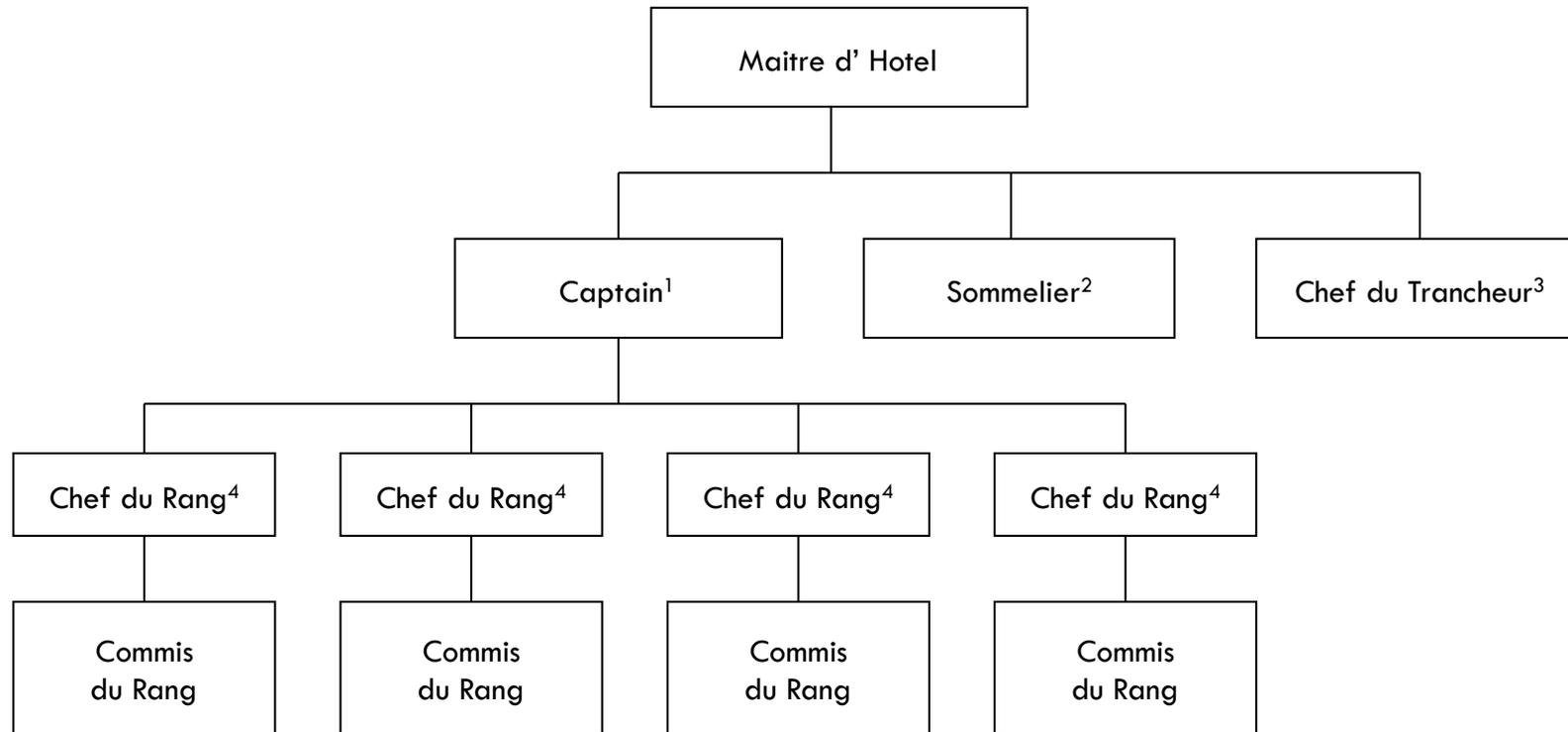


Kitchen Organization: Upscale Restaurant



*There is generally one assistant chef for each work shift and, often, for each food preparation (kitchen) area within a multiple-kitchen property.

Dining Room Organization: Upscale Restaurant



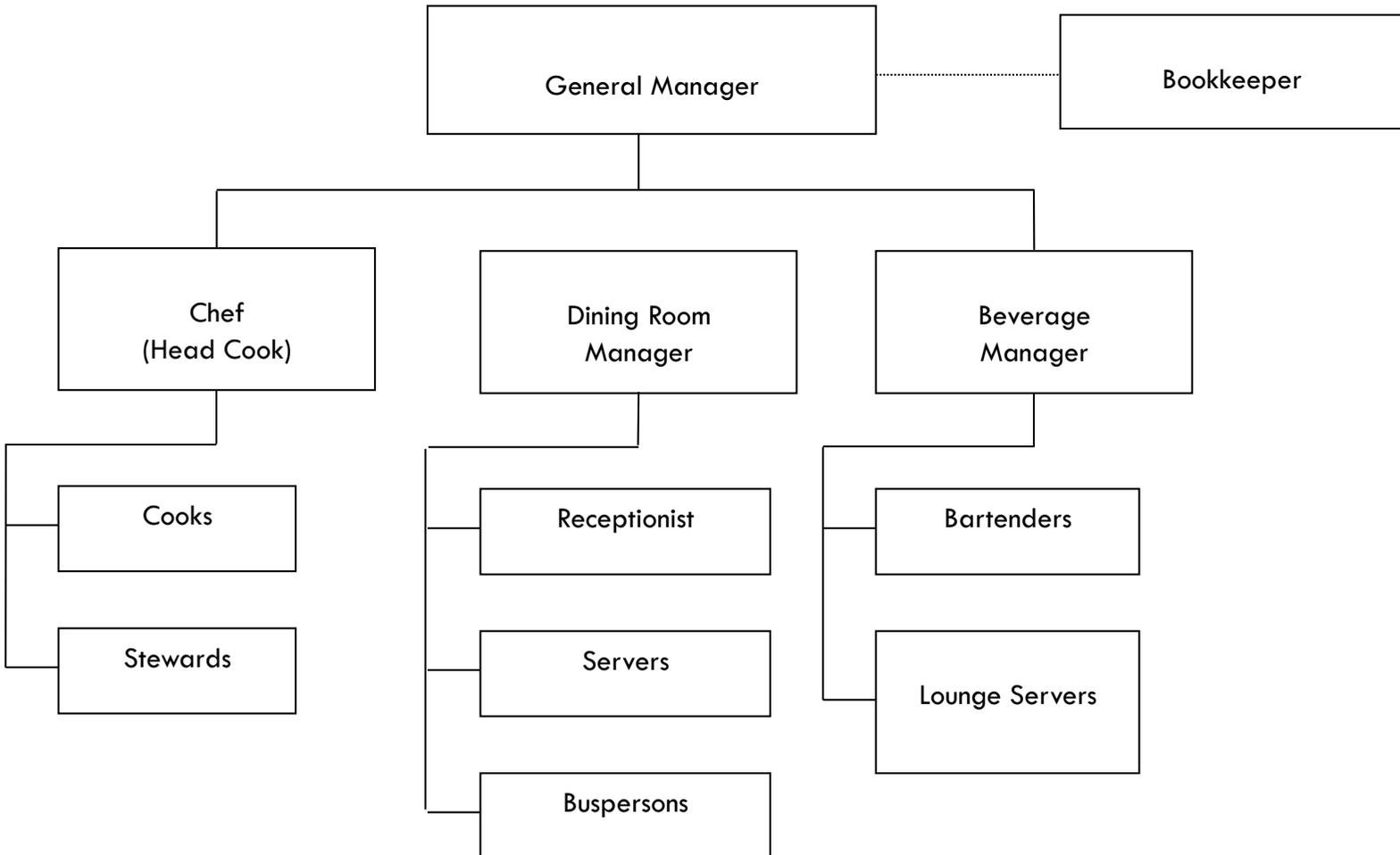
¹The Captain is section (area) supervisor of approximately four guest tables.

²The Sommelier is the wine steward.

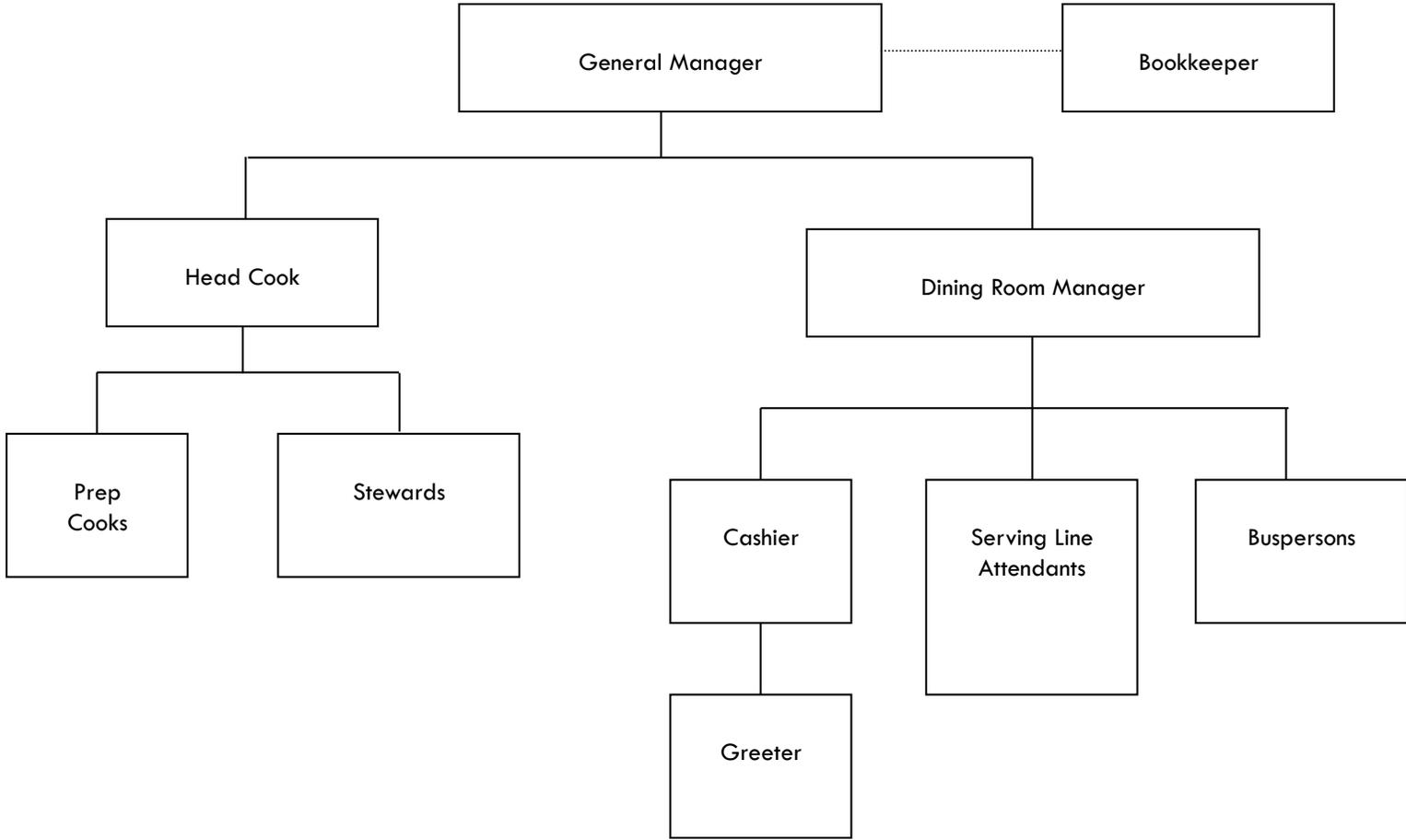
³The Chef du Trancheur serves desserts (often from a dessert cart) and other after-dinner items.

⁴The Chef du Rang is the lead table server; Commis du Rang is his/her assistant.

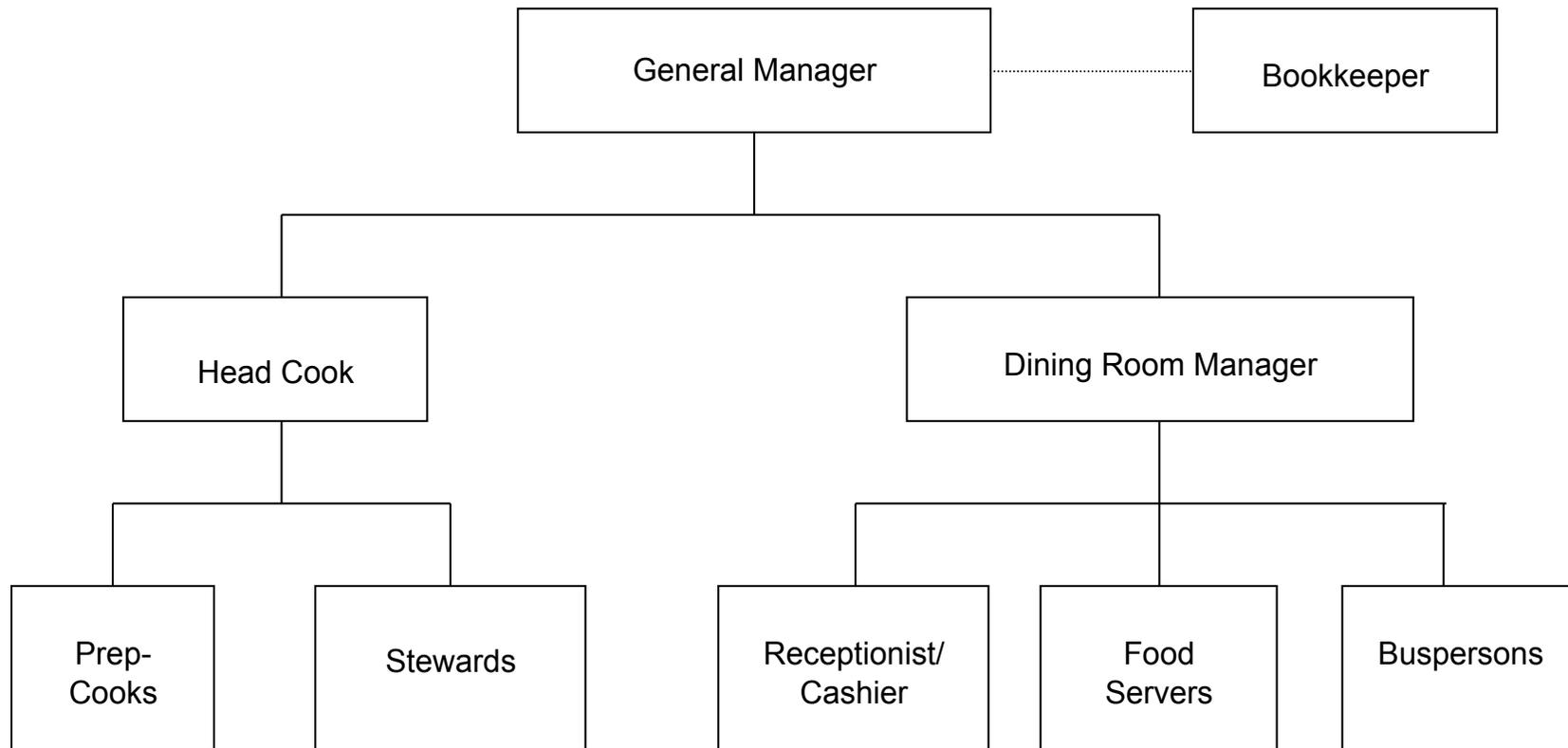
Organization of Large Mid-Scale Restaurant



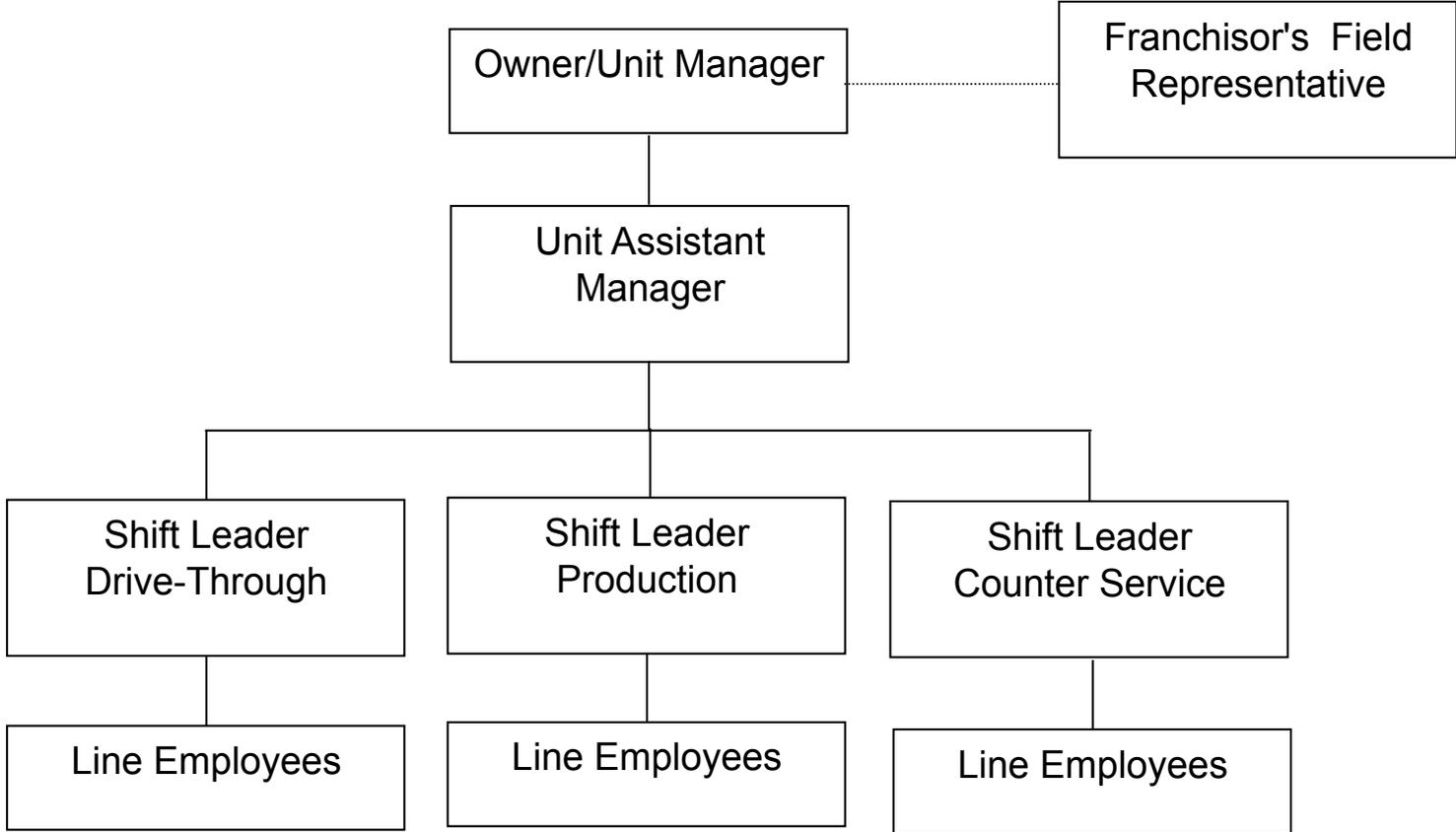
Organization Chart for a Family-Service: Buffet Restaurant



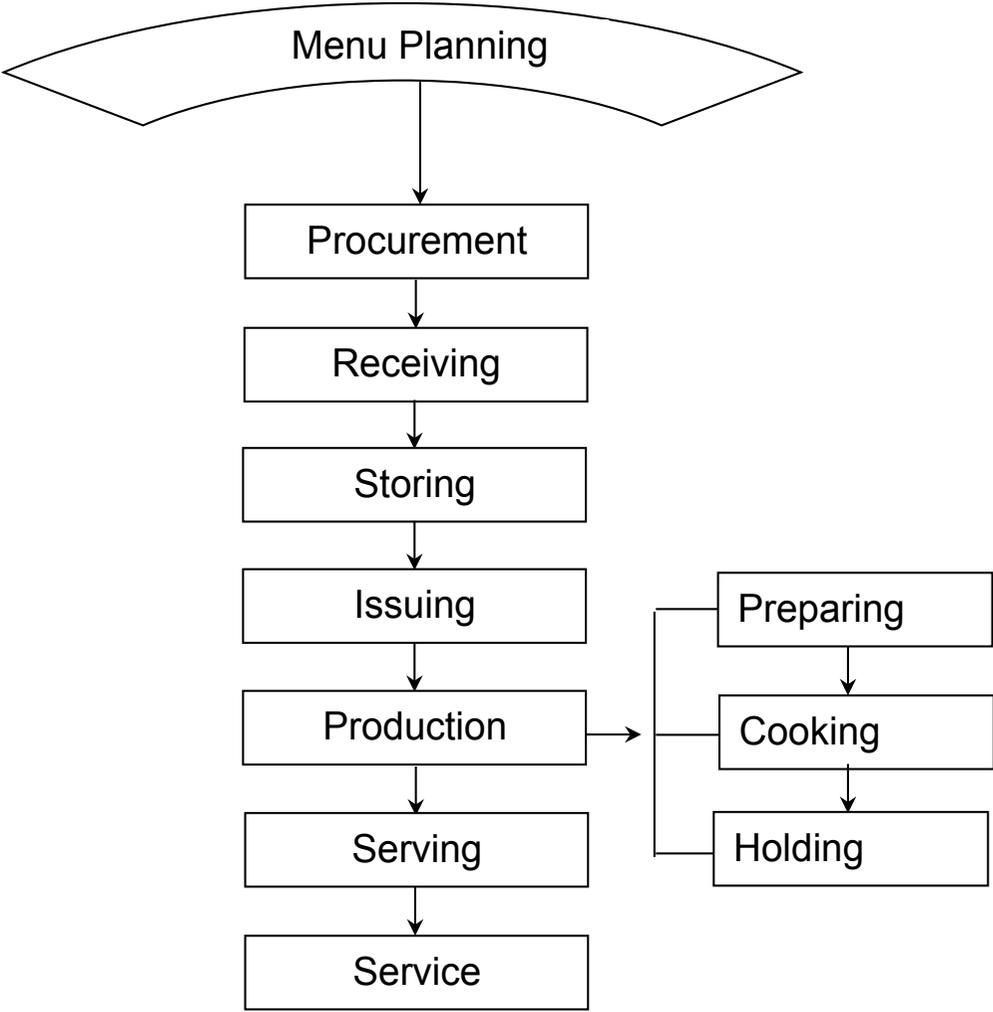
Organization Chart for a Family-Service: Tableservice Operation



Organization Chart for a Single-Unit: Quick-Service Restaurant



Overview of the Food Management Process



The Dining Room: F&B operation

13

- Many difference types of dining room. Focus on **servicing people**
 - ▣ Mainly restaurants
 - ▣ Within a conference hall, banquets
 - ▣ Hospitality operations: Hotels - Bed & Breakfast
 - ▣ Non-profit operations such as University and Hospitals

- Requires sufficient management, planning, supervising, marketing, hiring staff etc.

Personnel:



- What kind of staff work in a Dining Room?
- Can you tell me?
 - ▣ Consider: Front of House & Back of House

Front of House



- The front of house is the area where diners sit.
- Waiters, waitresses, and hosts interact with guests.
- These staff are said to be “**on the floor**,” since they are visible representatives of the restaurant
- Floor staff are supposed to be courteous, informative, and neatly dressed, since their behavior determines whether or not guests enjoy themselves.

Back of House



- The back of house is the staff area, where cooks and other support staff work to prepare food
- This area includes other staff areas such as a break room and changing area
- Cooks, expeditors, and dishwashers work in the back of house, usually largely unseen by the public
- In most kitchens, the back of house has a strict hierarchy, with each staff member performing a specific task

Front of House Staff

- **Maitre d'Hotel**—The person responsible for the overall management of service at a fairly elaborate establishment.
- **Headwaiter**— Second-in-command. Oversees service in a particular area of the restaurant, such as a banquet room. If no maitre d', the head waiter is responsible for the overall management of service.
- **Captain**— Responsible for running one “service station” or section of a restaurant that typically includes 25-30 guests. Takes customers’ orders and oversees one or two waiters and a busboy.
- **Waiter**— Assists the captain by attending to the customers’ needs throughout the meal.
- **Busboy**— Responsible for the most basic needs of the guests— filling water glasses, bringing bread and butter, and conveying dirty dishes to the kitchen/dishwasher.

Specialized FOH Staff Positions

- **Chef/Proprietor**— The person whose personal style is the defining characteristic of the restaurant.
- **Host or Hostess**— Greets the guests and shows them to their tables.
- **Sommelier** (or Wine Steward)— Usually only found at very formal restaurants. Chooses and maintains the restaurant's stock of wines. Serves wines to customers.
- **Bartender**— Provides bar service during meals. Gives the finishes drinks to waiters for delivery to the tables or serves customers directly if they are waiting to be seated.
- **Coat Checker**— Seasonal worker who checks customers' coats as they enter the restaurant.

Back of House Staff

- **Chef de Cuisine**— Has the vision and conceives the dishes for the restaurant. His/her personality imbues the whole restaurant.
- **Executive Chef** – Runs the whole restaurant (BOH). Responsible for hiring and firing staff, determining costs, revamping the menu, taking care of all administrative tasks, interacting with dining room managers and overseeing the well-being of the restaurant
- **Sous-Chef**— Always in the kitchen. Determines daily specials, takes inventory, oversees staff, does all the hands-on work.

Back of House Staff cont'd.

- **Expediter**—This is usually the sous-chef. Serves as the liaison between the customers in the dining room and the line cooks. Makes sure that the food gets to the customers in a timely fashion, so that everyone sitting at a particular table is served simultaneously.
- **Pastry Chef**—Reigns over the pastry section of the kitchen. Traditionally, the pastry section has been assigned less status than the main kitchen.
- **Line Cooks**—The people who cook the food. Divided up by cooking technique (sauté, grill, etc.), or by type of food (fish, meat, etc.). Most cooks work up through the line before being promoted to sous-chef.
- **Chef de garde manger**—The person in the garde manger section or cold station. Plates all the dishes that do not require heat, and sometimes desserts, if there is no assigned pastry chef on the line.

Three Levels of Management

21

- **Top managers:**
 - ▣ Long-term plans and goals
 - ▣ Overall business environment
- **Middle managers:**
 - ▣ Shorter-term goals
 - ▣ Through them, communication flows up and down the organization
- **Supervisors:**
 - ▣ Link between management and employees
 - ▣ Typically use their technical skills more

Typical Production Positions

22

- ❑ Chefs—executive, sous, garde-manger, banquet
- ❑ Cooks—soup, sauce, fish, roast, pastry, relief, assistant
- ❑ Bakers—head bakers, bakers, assistants, pastry chefs
- ❑ Pantry staff
- ❑ Stewards—chief stewards, porters, dishwashing employees
- ❑ Storeroom and receiving employees

Typical Service Positions

23

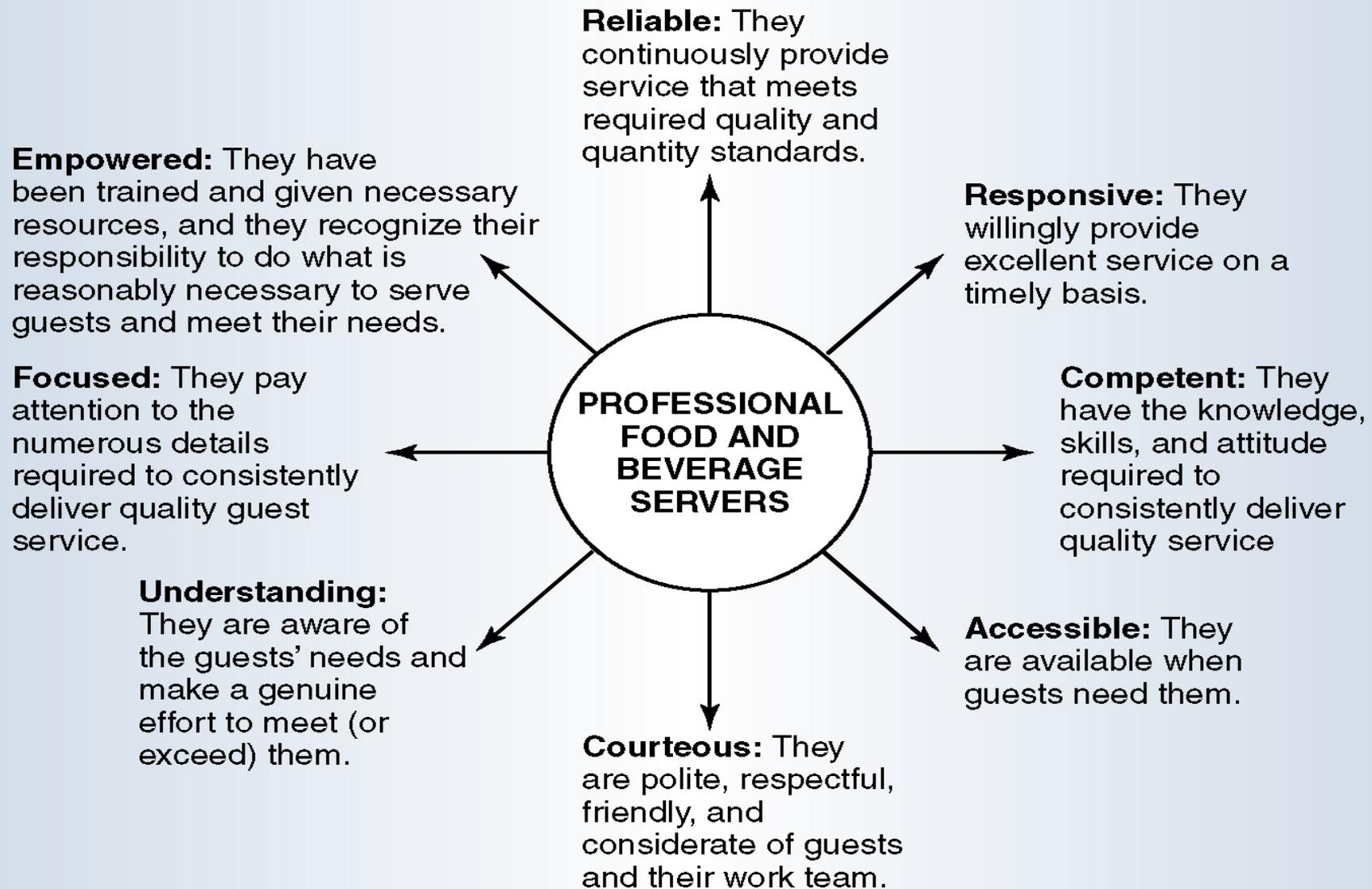
- Dining room managers
- Hosts/receptionists
- Servers
- Buspersons
- Bartenders—public and service
- Cashiers
- Expeditors
- Runners

Qualities of Successful Dining Room Personnel:

24

- Service person
 - ▣ Works well
 - Extremely effective and hardworking
 - ▣ Must be organized and efficient
 - ▣ In addition— **eyes** and **ears** of the dining room manager

Traits of Professional Food and Beverage Servers:



Professional F&B servers:

- Let's consider the traits of the professional F&B server

1. Choose **one** of the traits from the chart:

Can you give me an example of it **in practice (real world)** in the Dining Room

- Work in a small group no bigger than 4



Qualities of Successful staff: Dining Room Personnel (cont.)

27

- Captain/Head waiter/Maître 'D
 - ▣ Found in restaurants with higher priced menus
 - ▣ A restaurant employee who is in **charge** of the waiters and usually attends to table seating
 - ▣ Often responsible for taking reservations
 - ▣ Clientele (customers) is willing to spend a great deal of money for a meal

Qualities of Successful: Dining Room Personnel (cont.)

28

- Wine steward or Sommelier
 - ▣ Responsible for suggesting and serving wines to all guests
 - ▣ Knowledgeable about
 - Which wine complements which menu item
 - How it tastes
 - ▣ Able to explain and answer questions about the wine
 - ▣ Adds to the customers experience whilst having the opportunity to sell more expensive products

Qualities of Successful Dining Room Personnel (continued)

29

- Busperson or dining room attendant
 - ▣ Assistance to the service staff
 - ▣ Should be a skilled worker
 - Training to become a service person
 - ▣ Also must be organized and efficient—like service personnel

Expediter:



- The kitchen staff who groups plated food together by table number, for the servers to deliver. Often times a restaurant chef will double as the expediter.

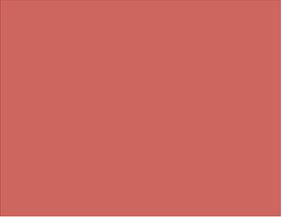
Busperson:

- His/her main job is to bus the dining room tables, however he can be conscripted by the cooks to fetch ingredients that are running low, or by wait staff to help make desserts or salads

Runner:



- someone who picks up the food from the kitchen and runs it to the correct table of diners, a runner eases the wait staff's job and make sure the food gets to the table hot



Service types and layout

Unit 1: Part 2.

Participation Points:

PP5

- As I mentioned last week, we will have a weekly winner of the **PP5**
- There will be **two** winners each week
- The winners will receive a **5% winners pass**
 - ▣ **This means that you can** give me the pass **instead of doing assignments, homework or quizzes**
 - ▣ For example, if I give you an assignment worth 5% you can give me the pass instead and receive the 5%
 - ▣ You could save up **2 winners passes** and give them to me instead of doing a quiz worth **10%**
 - ▣ They may be useful if you don't have time to do an assignment for example
- **We will have 3 end of course winners too with a different prize**

Dining Room types:



- We cover service in more detail in unit 3
- A Dining room can be categorized according to its service

Serving and Service

36

- Service (Food and Beverage): the process of transferring food and beverage products from service staff to the guests

- Common service styles:
 - ▣ American (Plated) Service
 - ▣ Traditional French Service
 - ▣ Russian (Platter) Service
 - ▣ English (Family) Service
 - ▣ Buffet (Self-Service)
 - ▣ Counter Service

Serving and Service

- À la Carte Dining (food service): a food service offering items on an individually priced (by-item) basis, typically in a dining room
- This is a popular menu style
- There are some other types of menu styles such as the **Table d'hôte** menu which is a kind of 'set meal' menu
- **We will discuss menu styles in Unit 2**

COMMON TYPES OF RESTAURANT SERVICE

Prepared food can be presented to guests in several ways:

American (plated) service. Food is preportioned onto plates or other serveware in the kitchen and is served to guests seated at the table.

Traditional French service. Foods, such as a classic Caesar salad or a flaming steak Diane are, respectively, prepared and cooked in front of the guests at their table.

Russian (platter) service. Food is placed on serveware in the kitchen and is brought to the guests' table by the server. Individual portions are then placed by the server onto the guests' plates.

English (family) service. Food is placed in serving dishes, is brought to the table by the server, and is placed on the table so that guests can pass the food items around the table.

Buffet (self-service). Guests help themselves to a variety of food that has been placed on a serving counter.

Counter service. Guests indicate orders to service personnel stationed behind an order counter who then retrieve food for the guests.

Service styles can be combined in the same meal. For example, a Caesar salad may be prepared tableside (French service), and the entrée may be preplated in the kitchen (American service).

French Service

39

- Born from the French revolution
 - ▣ Chefs used their skills to prepare meals in front of guests

- French service today characterized by
 - ▣ Service person finishing off the food in front of the guest
 - ▣ It add extra value to the meal experience
 - ▣ Gives the customer confidence in the kitchen

French Service (continued)

40

□ Guéridon

- ▣ A cart that brings partially prepared food from the kitchen



□ Réchaud

- ▣ A small heating utensil used to finish off cooking in front of the guest



Russian Service

41

- Characterized by
 - ▣ Food being cooked and pre-portioned in the kitchen
 - ▣ All food is presented to guests on silver trays
 - ▣ Service person serves food to the guest's plates from silver trays
- When in a banquet, most elegant of banquet services
 - ▣ Two servers work in pairs
 - Must be skilled
 - ▣ Serve a total of 20 guests
 - ▣ One server serves the main course
 - ▣ One server serves starch and vegetables



American Service

43

- Characterized by
 - ▣ all the food is served on the dinner plate in the kitchen
 - ▣ Also referred to as **plate service** or **German service**
 - ▣ Requires less skill to wait on guest/guests
 - ▣ However, timing can be very important
 - ▣ As we have different courses (Starter, Mains, Dessert), it must follow a sequence
 - ▣ For example: if all guest order a starter, the Chef only sends them to the guest when they are all ready. This requires skill for timing as some people may order cold dishes and some hot
 - This skill then comes with cooking with the main and dessert. It is important for the server to communicate this to the Chef
- This type service requires great timing skills from the Chef.

American service: Individual



English Service

45

- Food is placed in serving dishes, brought to the table by the server
- Place on table so that the guests can pass it around the table
 - ▣ Chinese service is a little like English service
 - Food is brought to the table as a dish
 - People then take what they want to eat individually
 - This type of service is relatively easy to do
 - When the food is ready, it is brought out to the waiting customers
 - **Timing is not so important in this type of service**

English service:



Buffet Service

47

- **Characterized by**
 - ▣ The guests obtaining either their whole meal or parts of the meal from food that is displayed in the dining room

- **Service resembles buffet service**
 - ▣ Service staff circulate throughout the room to assist the guests with dirty plates and dishes

- **The key to be successful**
 - ▣ Staff constantly circulates throughout the room





Counter service:

50

- ❑ Counter service is a form of service in restaurants, pubs, and bars where food or drinks are ordered at the counter
- ❑ Consider your school canteen: you ask for your food and they serve you. You pay immediately for the food
- ❑ Where else do we see this type of service?



Dining Room Management



- We will watch two short videos about a restaurant
- I would like you to watch for how it is operated
- Notice the different staff like the Maitre D, Expediter, Servers etc

Service

52

- Guests want less formal, yet professional
- Training is necessary
- Servers are salespeople
- **Suggestive selling**
 - ▣ People buy many food items on impulse, and suggestive selling assists this and increases revenue
- **Upselling:**
 - ▣ adding additional menu items, such as dessert, extra sides or beverage

Trends in the restaurant industry:

53

- ❑ More flavourful food. Emphasis on bold, strong flavours.
- ❑ Increased takeout meals and home meal replacement
- ❑ Food safety and sanitation
- ❑ Guests becoming more sophisticated
- ❑ Customers willing to try more exotic food
- ❑ Customer want to know where their food comes from. Ethics & Environment.
- ❑ Allergies and dietary concerns for customers
- ❑ Consider how your food habits and requirements have changed....

Trends in the restaurant industry:

54

- More **food court** restaurants
 - ▣ Consider WanDa shopping centre. The third floor is for food outlets.
 - ▣ The customer can choose almost any style of food
 - ▣ They don't have to make the decision beforehand

- **Steakhouses are popular again**
 - ▣ In Wuxi we see Top Steak, Houcaller and Provence (a recommended steak restaurant)

- **Segments are splitting into tiers**
 - ▣ For example Steak restaurants become Korean steakhouses or Australian steakhouses or certain meat cuts like T-Bone

- **Difficulty in finding good employees**
 - ▣ The constant challenge to finding good staff

Restaurant trends:

55

- What do you think are popular trends?
- What are the popular trends in the restaurant industry in China?
- Why are they important?

Physical Layout of the Restaurant (continued)

56

- ❑ Floor plan **MUST** state the number of guests at each table
- ❑ By designing the floor plan **CAREFULLY**, having the staff memorize it will help make the restaurant run more smoothly

Facility Design and Layout

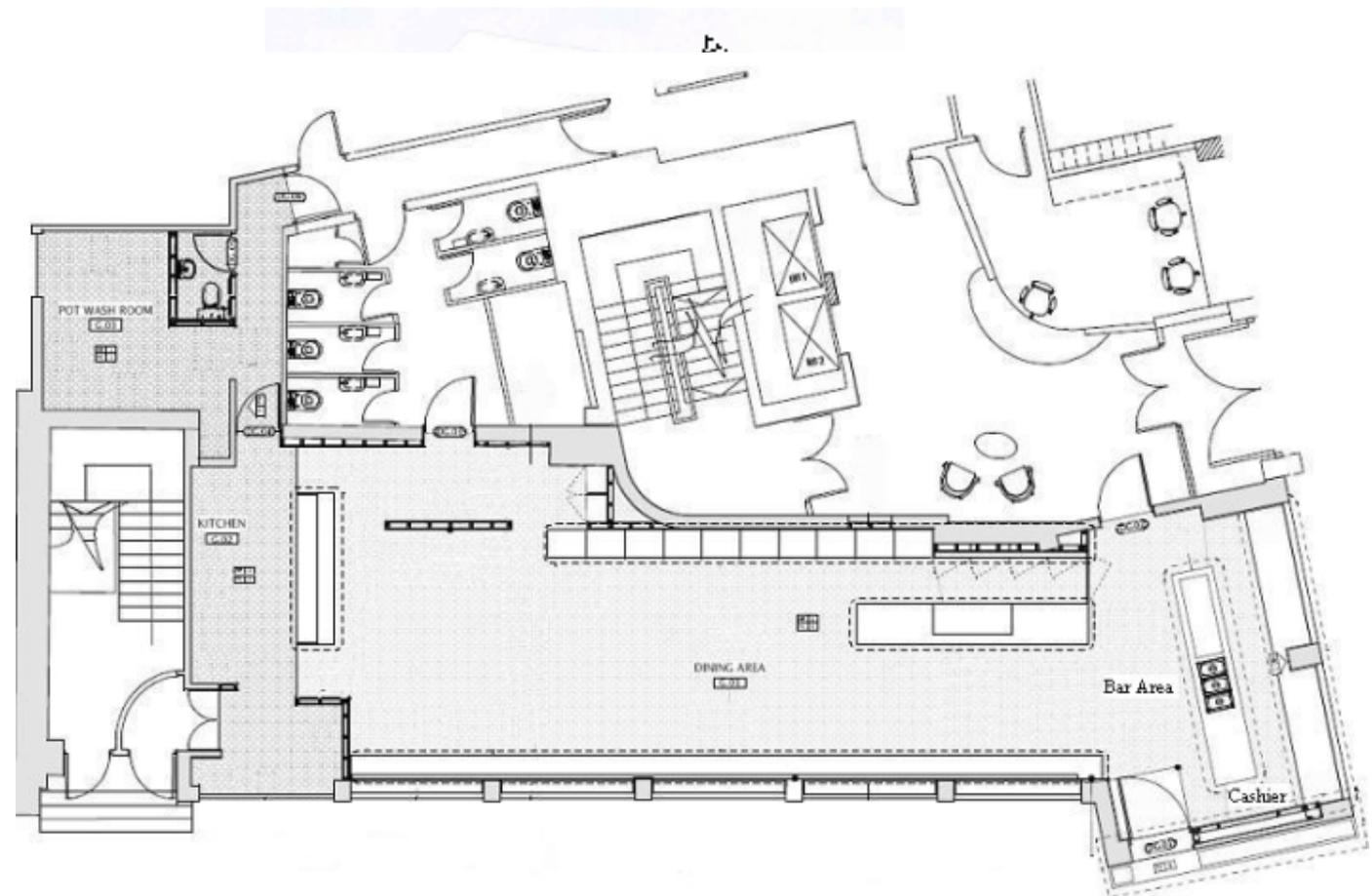
Customer Service Area

Kitchen Area

Other restaurant areas

Other design issues

The main factors that affect customers' perceptions of the total meal experience.



Facility Design and Layout



- The design and layout will have a big effect on experience of the customers and employees
- **Front of the house**
 - ▣ Must combine aesthetics and practicality so that the experience is enhanced by the surroundings
 - ▣ Restaurant space is designated depending on the level of service.
 - ▣ Fine dining restaurants require much more space per seat than fast-food operations.

Facility Design and Layout

- Back of the house – traditional main areas include:
 - ▣ Cold preparation
 - ▣ Cooking station (also called “the line”)
 - ▣ Hotplate area
 - ▣ Dishwashing area
 - ▣ Suppliers area or decanting area
 - ▣ Food storage area

- Other Restaurant Areas
 - ▣ Office
 - ▣ Employee room/lockers
 - ▣ Restrooms

Visual aids

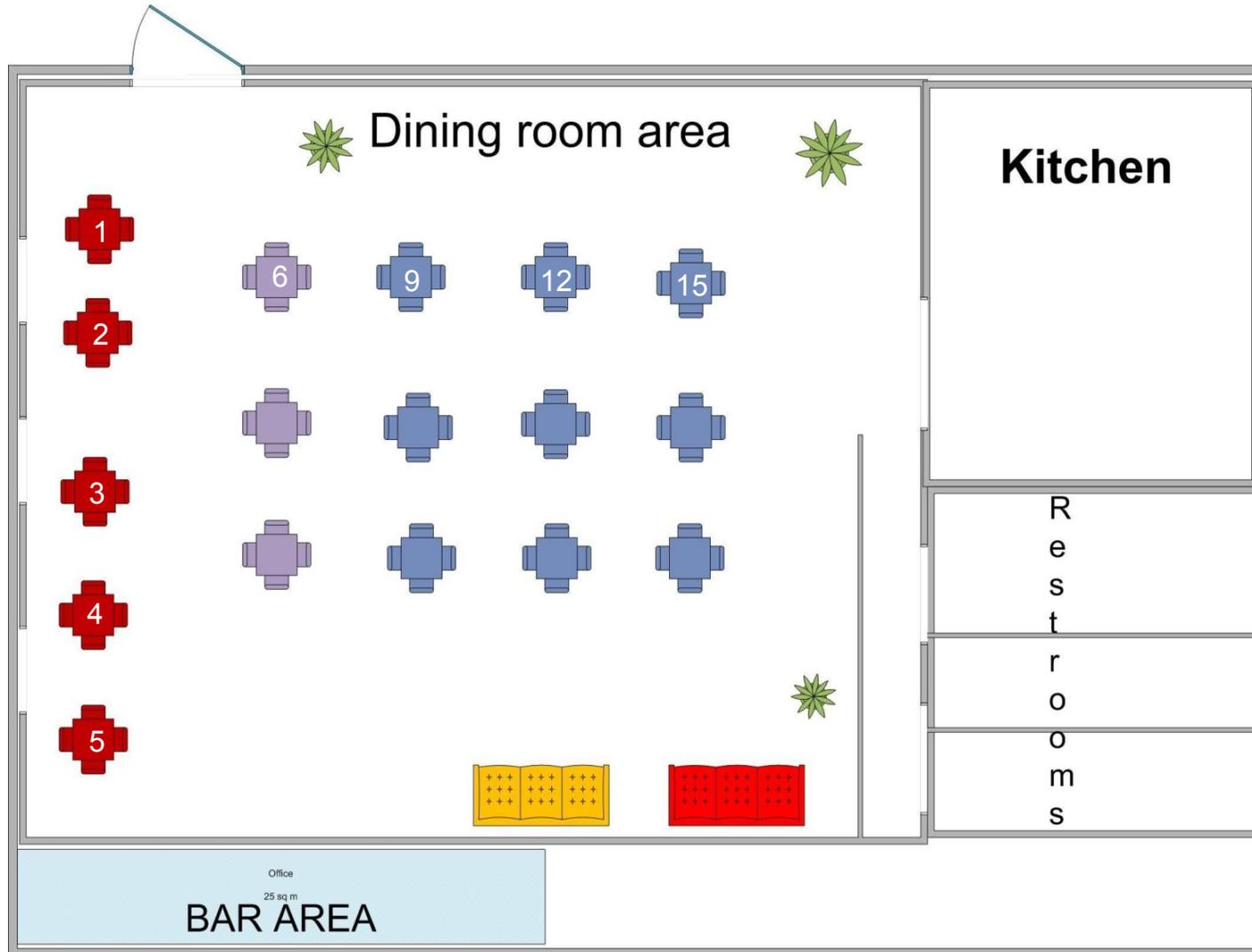
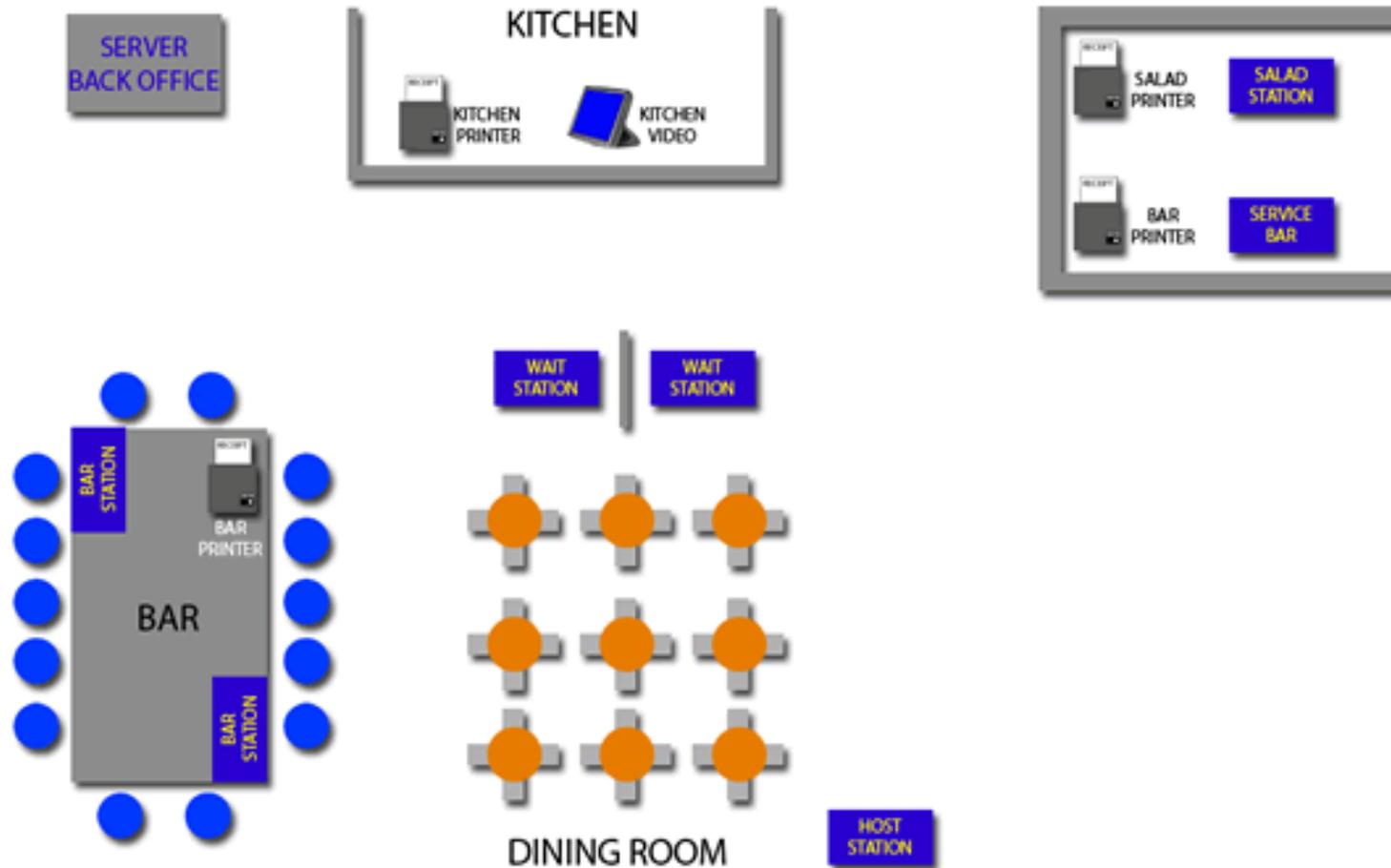
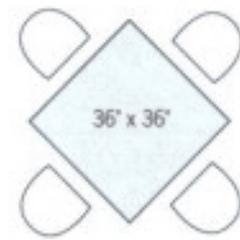
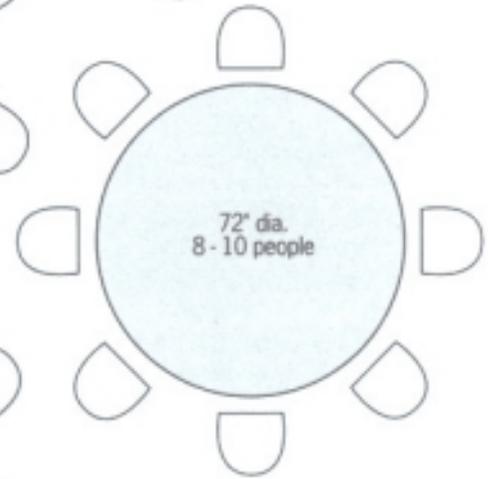
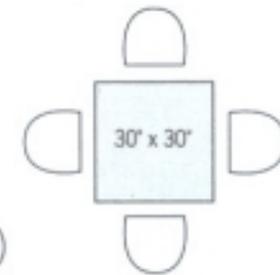
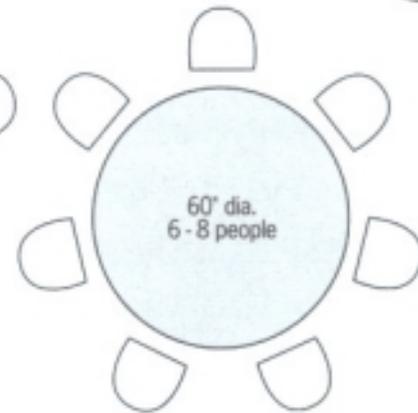
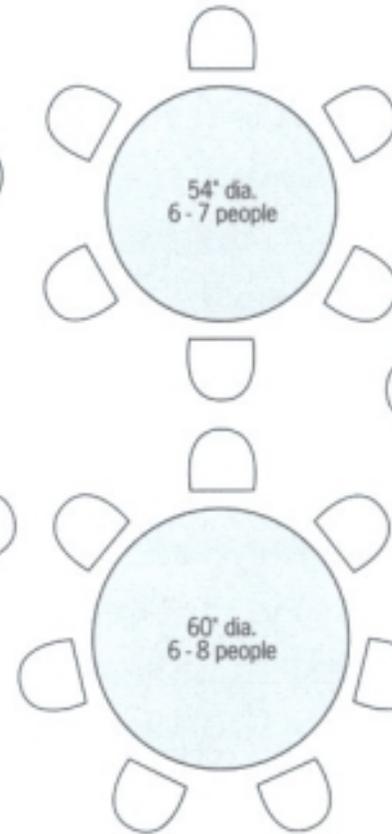
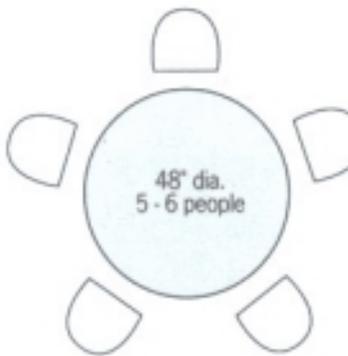
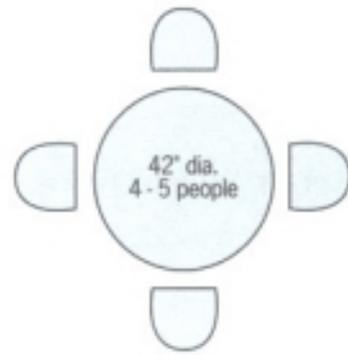
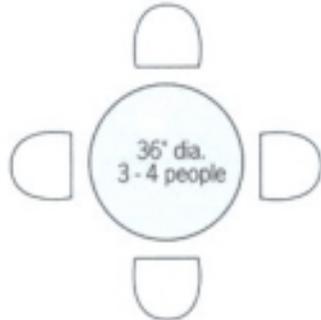
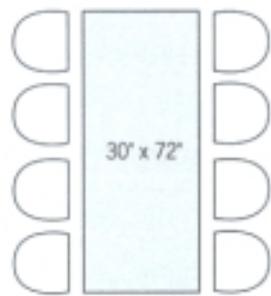
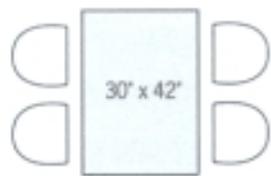
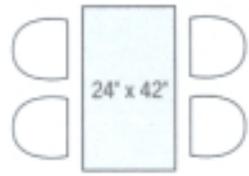
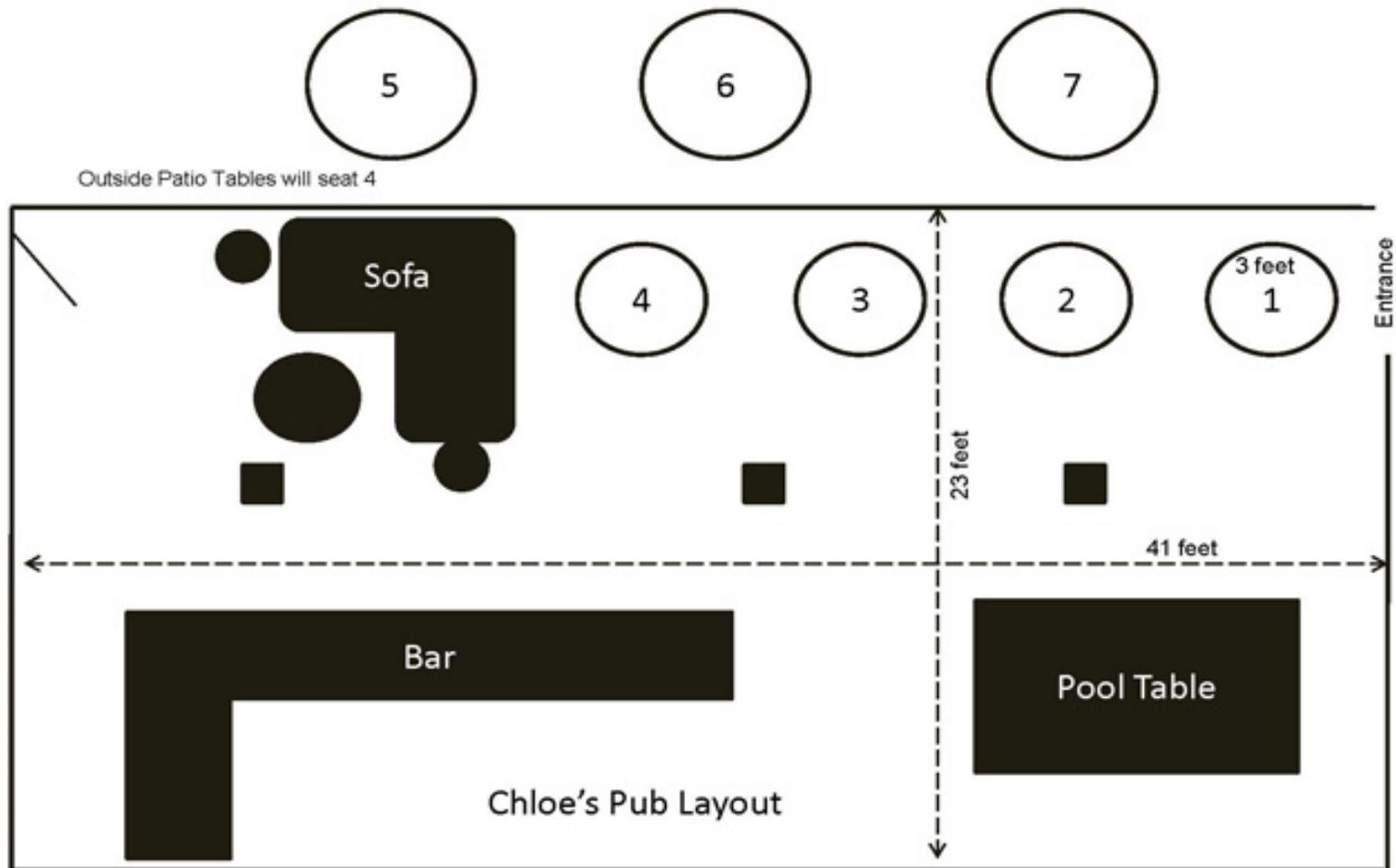


Table layout example





Bar layout example



Reserved plan example

